



Digital Literacy Competencies

Pathways to Broadband Access at
Missouri's Community Colleges
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Digital Literacy Competencies

The training foundation for the public computer centers (PCCs) will be an introduction to digital literacy. Digital literacy skills allow individuals to communicate and work more efficiently by learning to locate, organize, communicate, evaluate and create information using digital technology. The key components of basic literacy training include: computer basics; internet, email, and web usage; basic software program usage; computer security and privacy; using digital devices and opportunities in technology careers.

The Missouri Department of Higher Education (MDHE), in partnership with Jefferson College, Metropolitan Community College, Mineral Area College, Moberly Area Community College, and Three Rivers Community College developed a standard set of competencies that provide the framework for establishing curriculum for the digital literacy training. These competencies constitute a body of what we consider to be the minimal level of essential knowledge and skills that training participants should have acquired and be able to demonstrate after receiving at least 16 hours of training in the PCC.

Computer Basics

- Students will gain a basic understanding of Personal Computer components and computer terminology.
- Students will be able to list at least 3 different types of personal computers.
- Students will be able to identify and name different types of internal and external computer hardware.
- Students will be able to explain the difference between RAM (Random memory) and storage.
- Students will gain a basic understanding of the keyboard, including function keys, special keys (shortcut keys), number keys and/or ten key.
- Students will be able to demonstrate the functions of the mouse.
- Students will be able to navigate the desktop and will have a basic understanding of the Windows Operating system.
- Students will be able to identify at least five functions of the control panel and will be able to use it to install and uninstall software and hardware.
- Students will be able to describe the plug and play functions.

Internet, Email, and Web Usage

- Introduction and overview of the Internet. Students will be able to:
 - ✓ Identify and explain different web-browsers, ISP (Internet service providers).
 - ✓ Name at least 3 popular search engines.
 - ✓ Define basic web terminology.
 - ✓ Create and delete bookmarks/favorites and explain web history.
 - ✓ List privacy and security concerns.
- Students will be able to set up an email account, compose, send and receive emails with attachments.
- Students will be able to describe Social Media and its importance in modern society.
- Students will be able to name at least three social network web-sites.

Basic Software

- Students will be able to perform the following actions in the Microsoft Office Suite:
 - ✓ Launch the appropriate application software.
 - ✓ Open, create, format, save, print and close document/spreadsheet/database/presentation etc.
 - ✓ Identify and describe the functions of the menu, toolbars and the ribbon.
 - ✓ Copy files to portable external storage drives.

Computer Security and Privacy

- Students will have a basic understanding of computer security and privacy issues.

Digital Devices

- Students will be able to describe how digital media interfaces with personal computers.
- Students will be able to describe how digital media such as web-cams, digital cameras, video conferences, and scanning of documents are used to interact and communicate with others around the world.

Career Opportunities

- Students will be able to name at least five computer career opportunities and discuss future trends.
- Students will be familiar with Community College IT programs and assistance opportunities for advancement of technology related career paths.